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**PROGRAM  
DESCRIPTION**

The Michigan Department of Health and Human Services' (MDHHS) Community Resource Program is based on Michigan's historical leadership in volunteerism and seeks to serve the residents of Michigan and its communities. Community Resource Coordinators (CRCs) serve in most county MDHHS offices. CRCs offer community resources and supportive volunteer services to department clients and staff to assist in meeting local and state objectives.

County directors and CRCs, supervisors, line staff and local MDHHS Boards develop a local plan for the use of MDHHS volunteers that are specific to the department's goals and the local/district office's objectives.

CRCs are active members of local MDHHS management teams and are responsible for all aspects of volunteerism within the local office. CRCs oversee or directly participate in the; recruitment, screening, registration, training, placement and supervision of MDHHS volunteers. Volunteer placements may be in one of three areas:

- Direct services to clients such as a parent aide.
- Indirect services.
- Office aide.

CRCs also update staff on community resources for use as referrals for their clients.

Volunteer services are complementary to those of paid staff neither replacing nor substituting for paid staff activities and are an integral part of the department's operations.

**Community  
Resource  
Development**

Community resource development and mobilization are areas of importance to Community Resource Programs. CRCs actively participate in the coordination of services with community service partners to meet the needs of MDHHS clients. MDHHS-supervised volunteers can also be placed in outside nonprofit agencies to provide support to both MDHHS and non-MDHHS clients served by that agency.

Through partnership activities the Community Resource Program improves community networking for our department and our clients. CRCs often pool community resources by involvement in Partnership. Accountability. Training. Hope. (PATH) and as contract coordinators. CRCs are responsible for informing and connecting local office staff to new and existing resources to aid and assist clients. CRCs serve as representatives of MDHHS to the local community and can coordinate the education of groups about MDHHS programs and services, the needs of MDHHS clients and ways in which they (the groups) can assist and support our mission. CRCs supervise seniors employed through senior community employment programs such as the National Caucus and Center on Black Aged, Inc. and Experience Works.

### **Volunteer Opportunities**

CRCs facilitate opportunities for MDHHS clients to meet department requirements and/or give back to the community through volunteerism. Although volunteering at MDHHS is always encouraged it is not an entitlement program and not all prospective volunteers for MDHHS can be appropriately placed with MDHHS.

MDHHS employee volunteerism is encouraged and supported by the Community Resource Program. CRCs explore and develop volunteer opportunities for MDHHS employees. CRCs assist in the recruitment and orientation of staff for specific MDHHS and community-supported events.

### **Donations**

Donations of goods, services and monies are accepted from outside resources through the Community Resource Program. CRCs are responsible for dispersal of donated materials to MDHHS clients and for maintenance of the fiscal integrity of the donations received.

### **PHILOSOPHICAL BASE**

The Community Resource Program is guided by its mission and vision statements, guiding principles, vision priorities and actions as outlined in the **Volunteer Services Strategic Plan 2000-2005**.

**Mission Statement:** We creatively connect unique and flexible services to our clients, our department and our community.

**Vision Statement:** We can do that! Bridging resources together for a stronger community.

## LEGAL BASE

Title IVA of the Social Security Act, Section 225

Title XIX of the Social Security Act

Title XX of the Social Security Act, Section 2002

Public Law 105-19: the Volunteer Protection Act of 1997

PA 170 of 1964, MCL 691.1415 et seq.; Michigan Governmental Immunity Act